

# TELECOM TECHNICIAN RESUME

## Objective:

Seek to join a reputed organization as a Telecom Technician.

## Summary of Skills:

- Huge experience in installing and maintaining telecommunications equipment
- Operational knowledge of PBX, voice mail, call management systems, telecom accounting systems and call managing system
- Sound knowledge of telecommunications protocols
- Wide knowledge of telecommunication technologies and concepts
- Strong PC and IP troubleshooting skills

## Work Experience:

### Telecom Technician

Black Box Network Services, Santa Monica, CA

August 2005 to till date

Installed and supported telecommunications network and software.

Setup, configure and troubleshoot telecommunication equipment and telephony devices.

Created telecommunications procedure and maintained inventory reports.

Provided training to customers on operating equipment and resolving minor issues.

Modified and calibrated telecommunications systems.

Diagnosed telecom problems and provided corrective solutions to end users.

### Telecom Technician

Serco, Inc., Santa Monica, CA

May 2000 to July 2005

Conducted test to identify equipment malfunction reasons.

Resolved issues related to network and provided satisfaction to customers.

Maintained facilities clean and ensured its proper functioning.

Ensured that all site updating information was documented accurately.

Setup, repaired and troubleshoot system peripherals in assigned region.

Maintained cellular radio equipment and cell sites circuits.

Assisted to identify customers' system problems.

## Education:

Associate Degree in Computer Science

Ashland Community College, Ashland, KY

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